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Paper No. 17

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**MAR 15 2002**

In re Application of  
Cerami, et al.  
Application No. 09/921,275  
Filed: August 1, 2001  
Atty. Dkt. No. 020366-077710US  
For: PROACTIVE SERVICE REQUEST  
MANAGEMENT AND MEASUREMENT

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**OFFICE OF PETITIONS**  
DECISION ACCORDING STATUS  
UNDER 37 CFR 1.47(a)

This is in response to the petition under 37 CFR 1.47(a),  
filed February 7, 2002.

The petition is GRANTED.

Petitioner has shown that the non-signing inventor has  
refused to join in the filing of the above-identified  
application after having been presented with the application  
papers. Specifically, the declarations of Chad S. Hilyard and  
Brian N. Young sufficiently establish that the inventor  
received the application papers and refused to execute the  
declaration.

The above-identified application and papers have been  
reviewed and found in compliance with 37 CFR 1.47(a). This  
application is hereby accorded Rule 1.47(a) status.

As provided in Rule 1.47(c), this Office will forward notice  
of this application's filing to the non-signing inventor at  
the address given in the petition. Notice of the filing of  
this application will also be published in the Official  
Gazette.

After this decision is mailed, the above-identified  
application will be returned to the Office of Initial Patent  
Examination for issuance of a corrected filing receipt.

Telephone inquiries regarding this decision should be  
directed to Petitions Attorney Alesia M. Brown at (703) 305-  
0310

*Beverly M. Flanagan*  
Beverly M. Flanagan  
Supervisory Petitions Examiner  
Office of Petitions  
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